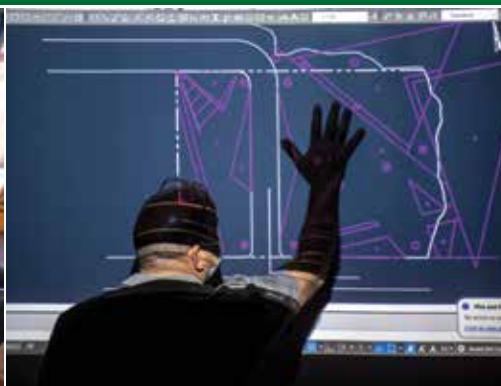




# Student Services

KNOWING AND SUPPORTING OUR STUDENTS



**A GUIDEBOOK FOR NOVA PRACTITIONERS**

## Table of Contents

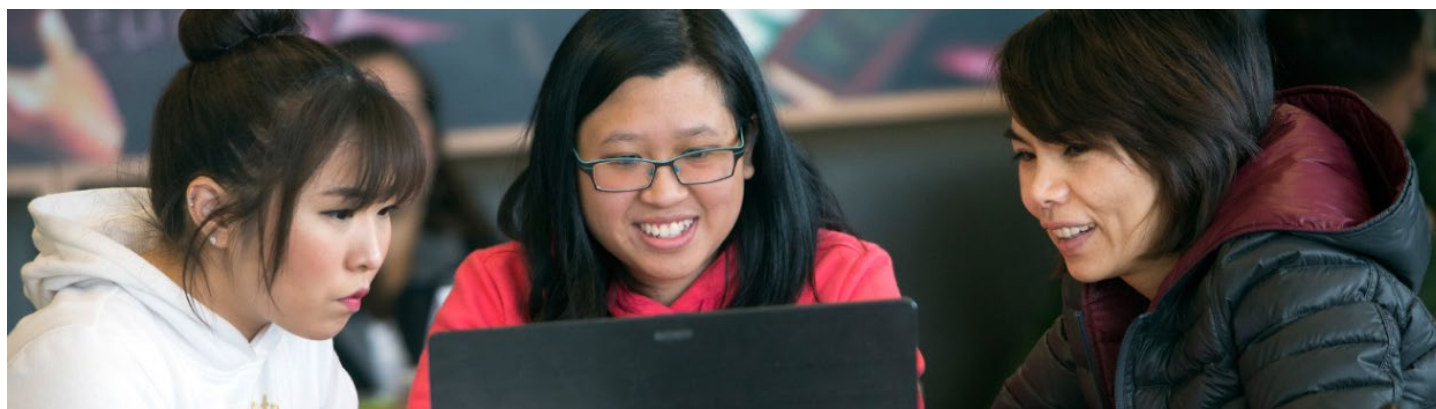
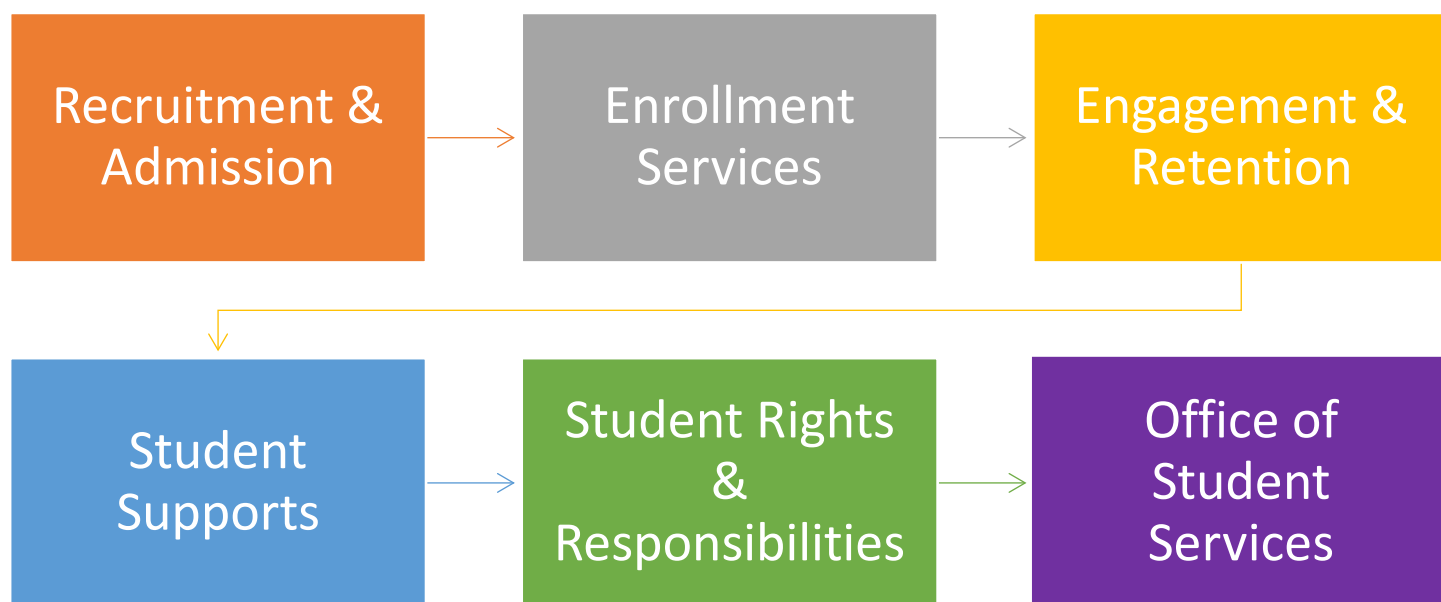
<u>How To Use This Guidebook.....</u>	<u>2</u>
<u>Message from the Vice President of Enrollment Management &amp; Student Success.....</u>	<u>3</u>
<u>Recruitment &amp; Admission .....</u>	<u>4</u>
High School Outreach .....	4
College Readiness .....	5
Call Center .....	5
<u>Enrollment Services .....</u>	<u>6</u>
Enrollment Success & College Records .....	6
Financial Aid .....	7
International Education & Sponsored Programs .....	8
Military & Veterans Services .....	9
<u>Engagement and Retention.....</u>	<u>10</u>
Academic Advising & Counseling Services .....	10
Virtual Advising.....	11
Adult Career Pathways.....	11
First Year Experience & Student Development .....	12
G3@NOVA: Get a Skill. Get a Job. Get Ahead. ....	13
REV: Re-Employing Virginians.....	14
Student Leadership & Engagement .....	15
Student Life .....	15
Virtual Student Union .....	16
Athletics & Fitness .....	16
<u>Student Supports .....</u>	<u>17</u>
Accommodations and Access .....	17
Financial Stability and Advocacy Centers.....	18
Title IX .....	18
Office of Wellness and Mental Health .....	19
Behavioral Intervention Team (BIT) formerly NOVA Cares.....	20
<u>Student Rights &amp; Responsibilities.....</u>	<u>21</u>
Academic Standing and Retention Initiatives.....	21
Late/Medical Withdrawal Requests.....	22
Student Integrity and Conduct .....	23
Student Ombuds Services .....	23

Office of Student Services .....	24
Graduation .....	24
Commencement .....	24
Office of Student Success .....	25
Deans of Student Success (DOSS) .....	25
Directory of Student Services .....	26

## How To Use This Guidebook

This booklet serves as a Student Services division reference guide. Faculty and staff will gain the most value from this guidebook if they use it to identify all the resources available to students and how to refer the students to these services. Each section provides a list of departments within the unit, the point of contact (POC), and guidelines for connection. Please do not hesitate to reach out the points of contact to better support your decision-making and student referrals.

This guidebook was designed to follow the student experience at NOVA. Following the student experience map gives us wonderful insight into their needs and stages throughout their time at NOVA. Faculty and staff members can use this timeline and insight to improve the student experience. As you support your students on their journey, you can ensure that they are getting all their support needs met in the following stages:





## Message from the Vice President of Enrollment Management & Student Success

On behalf of the Student Services division, welcome to the 2021–22 academic year!

For our new faculty and staff members, I am pleased to welcome you to NOVA and introduce you to the Student Services division. You are joining a community of outstanding and dedicated colleagues who continue to find new and innovative ways to meet the needs of all our students. For our returning faculty and staff, over the past year and a half we have been working on creating holistic and equitable support services for all students. We thank you all for your input and adaptability to the ongoing changes.

This guidebook provides you with the most up-to-date offices, departments, programs, and contact information for services provided to students. We hope you will use this reference booklet to support you in your engagement, connection, and referral of students to the appropriate resources needed to help them succeed and be supported at NOVA.

The efforts of faculty, staff, and administrators at NOVA are directly related to the overarching goal of **student success**. We will continue to strive to develop and improve services and approaches to engage our students and we need your support in ensuring that all students are connected and are aware of all the support services designed specifically for them.

Our students tell us that it is you, the faculty and staff, who inspire them to pursue their goals. Thank you for all you do each and every day. We look forward to our continued partnership in ensuring that our Nighthawks seek and take advantage of all the support services at NOVA.

Go Nighthawks!



**Frances Villagran-Glover, D.A.**

*Vice President of Enrollment Management & Student Success*

703.425.0804

[Fvillagranglover@nvcc.edu](mailto:Fvillagranglover@nvcc.edu)



## Recruitment & Admission

Website: <https://www.nvcc.edu/admissions/index.html>

The Office of Recruitment and Admissions (ORA) is responsible for oversight of college outreach and recruitment efforts as well as supporting prospective traditional and non-traditional students through the admissions process until registration. This includes providing assistance and information regarding the application, providing services and referrals for specific populations during the recruitment and admissions process. ORA oversees the direct enrollment placement process and works collaboratively with Enrollment Success Services to facilitate consistent delivery of services for students to ensure they are Nighthawk ready. The office works collaboratively with Marketing and OIR to develop and implement college-wide outreach and recruitment strategies. Contact Admissions: 703.323.3000 / 877.408.2028 or email [admissions@nvcc.edu](mailto:admissions@nvcc.edu)

POC: Deborah Wyne, *Dean*

Phone: 703.323.4233

Email: [dwyne@nvcc.edu](mailto:dwyne@nvcc.edu)

## High School Outreach

The High School Outreach (HSOR) team sponsors outreach events to increase awareness and to promote NOVA to high school students in the Northern Virginia area. Recruitment efforts include both virtual and in-person webinars and events to educate high school seniors on the benefits and cost of attending NOVA. Session topics include: the NOVA Application and Admissions Process, Financial Aid, NOVA Snapshot, Enrollment Prep, and Direct Enrollment placement survey. The HSOR team provides an all-around education and onboarding process for all high school seniors planning to attend NOVA.

High School Outreach Coordinators: <https://www.nvcc.edu/getting-started/contact.html>

POC: Frank De Leon, *Assistant Director*

Phone: 703.948.5735

Email: [fdeleon@nvcc.edu](mailto:fdeleon@nvcc.edu)



## College Readiness

Website: <https://www.nvcc.edu/admissions/index.html>

Provides college preparation and transition services to students in Northern Virginia High Schools who are interested in attending NOVA. The College Readiness Program focuses on inclusivity and accessibility by providing holistic supports that prepare students for college.

### Services Provided:

- Recruitment
- Placement
- Enrollment
- Assistance with the application process, career, and major exploration
- One-on-one and group meetings to address college transition resources and processes
- Monthly workshops available for students and parents

POC: Susan Nieves-Campos, *Associate Director*

Phone: 703.425.0667

Email: [snievescampos@nvcc.edu](mailto:snievescampos@nvcc.edu)



## Call Center

Website: <https://www.nvcc.edu/call-center/>

The NOVA Call Center proactively supports the internal and external NOVA community. This is done in the following ways:

- Disseminate accurate, thorough, and timely information on NOVA programs, processes, procedures, and events to all stakeholders
- Be accessible via multiple channels of communication: telephone, live chat, and email
- Empower prospects and current students to take action to apply for admission, enroll for classes and complete their academic journey at NOVA thereby supporting enrollment and retention efforts

POC: Linda Barthelus, *Director*

Phone: 703.323.3409

Email: [lbarthelus@nvcc.edu](mailto:lbarthelus@nvcc.edu)



## Enrollment Services

Enrollment Services provides essential support services necessary to ensure that NOVA follows federal and state rules and regulation governing grants and assistance. The principle focus of Enrollment Services is to ensure that all students are informed of opportunities to receive benefits due to their domicile standing in Virginia, tuition assistance due to active standing in military or standing as veterans or standing to all opportunities to benefit from financial aid to achieve advance degrees and certificates in higher education. International students are provided opportunities to access higher education at NOVA by acquiring and becoming legitimate holders of a U.S. visa program.

**POC: Syedur Rahman, *Associate Vice President***

**Phone:** 703.764.7384

**Email:** [syrahman@nvcc.edu](mailto:syrahman@nvcc.edu)



## Enrollment Success & College Records

**Website:** <https://www.nvcc.edu/students/handbook/registrar.html>

Supports and aids new, current, and former students to submit, maintain, process, and make available formal and informal documentation needed at various stages of a student's onboarding, continuation, Graduation, and future need for records. Campus registrars and the central records office are part of this unit.

### Services Provided:

- Campus Registrars – campus office
  - Domicile appeals
  - Enrollment verification
  - Other enrollment matters
  - Inquiries about campus registrar services can be submitted via e-mail to [enrollmentservices@nvcc.edu](mailto:enrollmentservices@nvcc.edu). If you need in-person assistance, please contact your campus Student Services Center.
- College Registrar – virtual office
  - Official transcripts
  - Graduation applications
  - Transfer Credit Evaluation
  - Course substitution requests, submitted through your advisor
  - Inquiries about college registrar services should be submitted via e-mail to [askthecro@nvcc.edu](mailto:askthecro@nvcc.edu).

**POC: Vanessa Diaz, *Director***

**Phone:** 703.845.6209

**Email:** [vdiaz@nvcc.edu](mailto:vdiaz@nvcc.edu)

## Financial Aid

Website: <https://www.nvcc.edu/financialaid/index.html>

NOVA Financial Aid facilitates access to education for NOVA students by providing assistance in all areas of the financial aid process for the purpose of supporting student enrollment, retention, and program completion at Northern Virginia Community College.

### Services Provided:

- Applying for Financial Aid
- Financial Aid Appeals
- 24-Hour Student Support Center
- Financial Aid TV - Learn about Financial Aid through short videos.

### How to make contact:

- All students should first be referred to the [Campus Financial Aid Office](#) or to the [Financial Aid Virtual Lobby](#)
  - Please visit: <https://www.nvcc.edu/financialaid/index.html> for the current hours of operation
- The Financial Aid Virtual Lobby for students is available via Zoom or by calling 1.301.715.8592 (meeting ID: 827 1339 2475). Check the website for hours of operation.
  - [ENTER THE FINANCIAL AID VIRTUAL LOBBY](#)
- The 24-Hour Student Support Center is available 24/7/365. Call 1.855.323.3199 or live chat, submit a web case, or access the self-help portal at <https://mysupport.nvcc.edu>

**When to refer students:** If they disclose any of the following concerns:

- Paying for NOVA, payment plans, financial support, or eligibility
- Concerns about tuition and/or fees
- Financial aid not covering a course
- Needing to find work-study employment
- Questions about loans, scholarships, grants, financial assistance and much more

POC: Joan Zanders, *Director*

Phone: 703.323.3014

Email: [jzanders@nvcc.edu](mailto:jzanders@nvcc.edu)

POC: Syedur Rahman, *AVP*

Phone: 703.764.7384

Email: [syrahman@nvcc.edu](mailto:syrahman@nvcc.edu)





## International Education & Sponsored Programs

Website: <https://www.nvcc.edu/international/index.html>

NOVA's Office of International Education & Sponsored Programs (OIESP) is responsible for all global and international programs and activities of NOVA. One major area of responsibility is international students. NOVA has an office serving the needs of international students on all six campuses, as well as a central Office of International Education and Sponsored Programs (OIESP) that processes international student admissions. The other broader area for OIESP is internationalization of the campus and curriculum. This section supports study abroad opportunities for students, develops international partnerships, supports international exchange opportunities for students and faculty and develops programming that promotes virtual international exchanges for students, faculty, and staff.

### Services Provided:

- Travel Signatures
- Verification Letters
- Copy of Documents
- Update I20
- Transfer Out
- Recovery of Status
- Employment
- Reduced Course load
- Add/Remove Dependent
- Temporary Absence/Early Withdrawal



**When to refer students:** For international admissions, visa regulation guidance, study abroad and student/faculty exchange opportunities, visiting international delegation requests, and any programming with an international focus.

**How to make contact:** Visit the website for contact information of the International Student Advisor on your primary NOVA campus. Use this website for advisor contact info: (<https://www.nvcc.edu/international/students.html>)

### Contact Information:

For all inquiries pertaining to international students.

**Stacey Bustillos, *International Students Assoc. Director***

**Phone:** 703.764.5093

**Email:** [sbustillos@nvcc.edu](mailto:sbustillos@nvcc.edu)

For all other inquiries pertaining to international education including study abroad, exchanges, international visitors, etc.

**Leeza Fernand, *International Education and Sponsored Programs Assoc. Director***

**Phone:** 703.293.8121

**Email:** [lfernand@nvcc.edu](mailto:lfernand@nvcc.edu)





## Military & Veterans Services

Website: <https://www.nvcc.edu/military/>

The Office of Military and Veterans Services (OMVS) is designed to provide comprehensive resources to veterans and military related personnel who are utilizing VA and tuition assistant educational benefits. Regardless of whether you are a new student, a returning student or transferring to our campus from another institution, we are here to help you find the resources you need to make the most out of your time at NOVA.

### Services Provided:

- Provides veterans with information on their educational benefits
- Enables service members, veterans and their beneficiaries, and other designated individuals to apply for benefits

**When to refer students:** Students should be referred over to Military Services after applying for Admission. See link to Getting Started.

<https://www.nvcc.edu/admissions/apply/military.html#panel2>

**How to make contact:** Contact Military Services for questions related to military and veteran benefits

Active-Duty Military: [militaryservices@nvcc.edu](mailto:militaryservices@nvcc.edu)

Veterans Certification: [veteranmilitaryservices@nvcc.edu](mailto:veteranmilitaryservices@nvcc.edu)

POC: Takesha McMiller, *Director*

Phone: 703.293.8130

Email: [tamcmiller@nvcc.edu](mailto:tamcmiller@nvcc.edu)



## Engagement and Retention

Central to the successful transition of any college student, as well as their subsequent success in achieving their career and educational goals, is engagement. A student's sense of connectedness to the College can also sway their decision to stay or leave. It is our goal to provide experiences beyond the classroom that help grow students to their best selves by interacting and developing meaningful interactions with professional academic advisors and counselors, and by participating in student leadership programs, events, and activities, and serving in student clubs/organizations.

**POC: Rhonda Myers, *Associate Vice President***

**Phone:** 703.323.4124

**Email:** [rmyers@nvcc.edu](mailto:rmyers@nvcc.edu)

## Academic Advising & Counseling Services

**Website:** <https://www.nvcc.edu/advising/index.html>

Academic advising at NOVA fosters a caring, collaborative relationship between students and the College. We value each student as an individual with unique needs and seek to help them in making choices about their career, major and overall education. We provide quality, consistent, and seamless learning experiences that empower students to achieve their academic and professional goals.

Each campus has counselors with an expertise in transfer, behavior intervention (BIT), and academic success. In addition, NOVA has Career Counselors who can assist students with exploring, developing and setting goals related to their unique educational and academic needs.

### Services Provided:

- Understanding English and Math Placement
- Career and Major Exploration
- Transfer for Continuing Education
- Course Scheduling and Registration
- Academic Success and Planning

**When to refer students:** Students who have questions about registering for the next semester or planning for the next three years, let them know that Academic Advising and Counseling is here to help.

**How to make contact:** Visit the [website](#) for hours of operation and specific contact information for the Student Services Center near you. You may also skip the drive into a campus location by accessing Virtual Advising via chat, email, or virtual lobby.

**POC: Rhonda Myers, *Interim Director of Academic Planning and Advising***

**Phone:** 703.323.4124

**Email:** [rmyers@nvcc.edu](mailto:rmyers@nvcc.edu)





## Virtual Advising

**Website:** <https://www.nvcc.edu/advising/virtual/index.html>

Virtual Advising provides students with the opportunity to speak **Or chat** one-on-one with a professional advisor  
To explore academic options and opportunities.



### Services Provided:

- Review and interpret Advisement Reports
- Provide contact information for various college departments
- Give academic calendar information
- Update the student's major and provide guidance on selecting a major
- Provide information about registration and scheduling

**When to refer students:** When students' schedules do not allow them to come to campus for academic advising help, be sure to recommend Virtual Advising as a convenient way to get help from a professional advisor.

**How to make contact:** By visiting the Virtual Advising [website](#), students can select their preferred mode of engagement by entering the Virtual Lobby, opening the Chat feature, or sending an email to [virtualadvising@nvcc.edu](mailto:virtualadvising@nvcc.edu).

**POC:** Rhonda Myers, *Interim Director of Academic Planning and Advising*

**Phone:** 703.323.4124

**Email:** [rmyers@nvcc.edu](mailto:rmyers@nvcc.edu)

## Adult Career Pathways

**Website:** <https://www.nvcc.edu/acp/>

The Adult Career Pathways (ACP) helps adult students determine their best course of action and offers access to various resources to help them succeed in their career endeavors by assisting with earning a certificate, degree, or other credential to support them in their academic advancement and greater economic security.

### Services Provided:

- |  |  |
|--|--|
| • Academic/Career Advising                         | • Financial Literacy Referrals           |
| • NOVA Application Assistance                      | • Career Workshops                       |
| • Financial Aid/Scholarship Application Assistance | • Understanding NOVA College Policies    |
| • College Placement Exam Prep                      | • Learning and Academic Skills Workshops |
| • Individualized Pathway Map                       |  |

**When to refer students:** Students (25 years and older) can be referred to ACP whenever may need some extra assistance to navigate through NOVA. These instances can be those students who are parents, returning to school after several years, transferring adults, those that are struggling with the transition of being a student, and much more.

**How to make contact:** Email [acp@nvcc.edu](mailto:acp@nvcc.edu)

**POC:** Derrick Doctor, *Advisor*

**Phone:** 703.425.0811

**Email:** [ddoctor@nvcc.edu](mailto:ddoctor@nvcc.edu)

## First Year Experience & Student Development

Website: <https://www.nvcc.edu/orientation/index.html>

The First Year Experience (FYE) at Northern Virginia Community College (NOVA) strives to empower students to make the most of their first year as part of the NOVA community. FYE programming provides students with opportunities for exploration and personal development as they acclimate to college life. This is achieved through a coordinated series of opportunities to engage with services & resources, connect with faculty, staff, and peers, enhance academic & personal readiness, and engage in co-curricular and civic-minded learning opportunities.

### Services Provided:

- [New2NOVA](#) online orientation program
- Supplemental orientation programming
- Support and leadership for Student Development (SDV) in collaboration with the SDV Curriculum Committee, Deans of Student Success (DOSS), and Associate Deans of Student Success (ADOSS)
- Targeted, holistic programming and service opportunities for first-year students at NOVA

### When to refer students:

- Students who have questions about New2NOVA (including technical/log-in issues)
- Students who have questions about SDV curriculum or SDV ABLE
- Students who have questions about orientation programming at NOVA
- Students who have questions about FYE programming at NOVA

How to make contact: [orientation@nvcc.edu](mailto:orientation@nvcc.edu)

Point of Contact: Mark Mannheimer, *Assistant Director*

Phone: 703.503.6201

Email: [mmannheimer@nvcc.edu](mailto:mmannheimer@nvcc.edu)







G3@NOVA: Get a Skill. Get a Job. Get Ahead.

Website: <https://www.nvcc.edu/g3/index.html>

The G3 program makes it possible for Virginians with low or modest income to pursue jobs in high-demand fields. We understand that time and money are two major factors to consider when exploring training for a new career. The G3 scholarship makes community college possible (for those who financially qualify) on a timeline that works for you (full time, part time, a few weeks, or a few years). G3 students can select from a list of approved programs in five high-need career areas: Healthcare, Information Technology, Manufacturing and Skilled Trades, Early Childhood Education, and Public Safety.

#### Services Provided:

- General information about the G3 initiative, including eligibility requirements and financial benefits
- “Getting started” steps
- Academic Advising for G3-approved programs

#### When to refer students:

- General inquiries about eligibility, funding, and requirements.
- Prospective students interested in pursuing an AAS, CSC, or CERT G3-approved program (refer to list at [www.nvcc.edu/g3](http://www.nvcc.edu/g3)).
- Current students enrolled in an AAS, CSC, or CERT G3-approved program (refer to list at [www.nvcc.edu/g3](http://www.nvcc.edu/g3)).
- Students interested in pursuing a NOVA Workforce *Fast Forward* credential/training program (refer to list at [www.nvcc.edu/g3](http://www.nvcc.edu/g3)).

How to make contact: [G3@nvcc.edu](mailto:G3@nvcc.edu)

POC: Laura Siko, *Project Manager*

Phone: 703.948.7589

Email: [lsiko@nvcc.edu](mailto:lsiko@nvcc.edu)







## REV: Re-Employing Virginians

Website: <https://www.nvcc.edu/rev/>

The Re-Employing Virginians (REV) initiative helps current and future students cover the cost of tuition and fees in fields that will lead to careers. If you are unemployed/underemployed due to COVID-19, students can receive up to \$3,000 for short-term training or certification programs at NOVA. To qualify for REV funds for high-demand workforce education programs at NOVA, students must certify they meet one of the following criteria: 1) Virginia resident who lost his/her job due to COVID-19 and received unemployment benefits on or after Aug. 1, 2020, and 2) be a Virginia resident who was laid off from a full-time job due to COVID-19 and now works part-time, earning less than \$15/hour.

*Please note this program ends December 2021.*

### Services provided:

- Navigator/Coach contact them with next steps
- Provide information on how to complete REV eligibility
- Assistance with having holds removed from student account
- Resourcing to Financial Aid for information in Student Account
- Navigators/Coaches

### When to refer students:

When a student shares they have lost their job  
Or are underemployed due to COVID-19

**How to make contact:** Email [novarev@nvcc.edu](mailto:novarev@nvcc.edu) Fill out interest form at [Virginia's Community Colleges | The Smart Choice \(vccs.edu\)](https://www.vccs.edu/virginiascommunitycolleges)

POC: Ella Gilliam, *Project Manager*

Phone: 703.845.6052

Email: [egilliam@nvcc.edu](mailto:egilliam@nvcc.edu)



## Student Leadership & Engagement

Website: <https://www.nvcc.edu/student-life/index.html>

Student Life's vision is to engage all NOVA students beyond the classroom by providing experiences and services that develop the whole student. We achieve this goal by:

- Providing advising, training, and mentoring to student leaders and advisors,
- Inspiring students to become active members of the campus and community,
- Creating programs and events that foster interactions among the diverse members of the NOVA community,
- Maintaining spaces and resources for students focused on initiatives that enrich College culture,
- Engaging student leaders to discover new knowledge that enables them to critically evaluate evidence, make informed judgments, balance multiple perspectives and act ethically,
- Expanding opportunities for experimental learning, civic engagement, cultural enrichment, leadership development, recreation, and service learning.

### Services Provided:

- Clubs and Organizations
- Mentoring Programs
- Off-Campus Trips
- Student Government Association
- Volunteer Opportunities



### When to refer students:

- Students that just trying to find fun outside of the classroom
- Students that are seeking social connections
- Students that are looking to get more involved at NOVA
- Students that are seeking leadership development opportunities
- Students that are looking to serve their community
- Students that have ideas to better the NOVA experience

POC: Nigel Word, *Director*

Phone: 703.878.5729

Email: [nword@nvcc.edu](mailto:nword@nvcc.edu)

### Student Life

Website: <https://www.nvcc.edu/student-life/index.html>



Take advantage of your time at NOVA! Enjoy the arts by participating in a play, improve your health in a yoga class, join one of our many sport teams or intramural groups, attend a dynamic guest lecture, or sign up for an organization that interests you.

**How to make contact:** If you have questions about campus activities or events or want to start a club, contact your campus Student Life office. [Visit our website](#) to receive the contact information for your primary campus.

POC: Nigel Word, *Director*

Phone: 703.878.5729

Email: [nword@nvcc.edu](mailto:nword@nvcc.edu)

## Virtual Student Union

**Website:** <https://learn.vccs.edu/enroll/D9A7WD> - students must login/enroll

The Virtual Student Union (VSU) is a digital hub for students to connect with the college and each other without having to physically be on campus. Throughout this engagement hub, students have access to participate in Student Life activities, join discussion forums, and connect with many educational resources all online.

**Services Provided:** opportunities outside the classroom to get involved with student civic engagement, leadership development, community building, teamwork, personal empowerment, and more.

**How to make contact:** Use this link <https://learn.vccs.edu/enroll/D9A7WD> to sign up in Canvas. You will need your VCCS [mynova] username and password to log-in.



## Athletics & Fitness

**Website:** <https://www.nvcc.edu/student-life/athletics.html> OR <https://novaathletics.com/>

The Department of Intercollegiate Athletic and Recreation is designed to offer inclusive programming that is a vital part of the college's efforts in brand marketing/promotion, recruiting, retention, engagement and improving the overall educational experience provided to all students. NOVA students can join varsity athletics teams, play intramural/extramural sports, join recreational events, participate in on-campus or virtual fitness/wellness classes, exercise in our fitness centers, attend games as a spectator or join our staff as a Nighthawk employee to gain hands-on experience.

### Services Provided:

- Intercollegiate Athletics
- REC on Canvas
- Campus Recreation and Wellness
- Intramural Sports
- Wellness Programs
- Fitness Classes/Facilities

**How to refer students:** encourage students to get involved in all that NOVA Athletics and Recreation has to offer by referring them to the website listed above or one of our wellness directors: CJ Jackson at [Cecijackson@nvcc.edu](mailto:Cecijackson@nvcc.edu), Najeeb Baha at [Nbaha@nvcc.edu](mailto:Nbaha@nvcc.edu) or Ciaran mcalonan at [Cmcalonan@nvcc.edu](mailto:Cmcalonan@nvcc.edu)

**POC:** Stephen Mrowka, *Athletic Director*

**Phone:** 703.323.3240

**Email:** [smrowka@nvcc.edu](mailto:smrowka@nvcc.edu)





## Student Supports

The Office of Student Support (OSS) assists students with accessing the activities, resources, and services that will help them maximize the likelihood of their academic, personal, and social success. OSS is responsible for the oversight of Title IX, Access and Accommodations, Financial Stability and Advocacy, and Wellness and Mental Health.

**POC: Richmond Hill, *Associate Vice President***

**Phone:** 703.764.5035

**Email:** [rhill@nvcc.edu](mailto:rhill@nvcc.edu)

## Accommodations and Access

**Website:** <https://www.nvcc.edu/disability-services/contact.html>

NOVA is committed to ensuring all students have an opportunity to pursue a college education regardless of the presence or absence of a disability. NOVA makes reasonable accommodations in providing course, program, and building modification, and/or auxiliary aids and services in compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

### Services Provided:

- Applying for Accommodations
- Interpreter Services
- Assistive Technology
- Reader/Scribe/Note Taking Services
- Testing Accommodations
- Technology



**When to refer students:** While NOVA desires that all students with disabilities receive the necessary accommodations, it is the responsibility of the student to initiate contact with the Office of Access and Accommodations. Unlike K-12 educational institutions, where teachers actively refer students to special education services, college students are adults, and privacy is a major consideration. As a result, if you have a student that you feel qualifies for services, your referral to Access and Accommodations needs to be informational and supportive as opposed to directive or authoritarian. Informing a student of the Office of Access and Accommodations is not a violation of privacy, as the individual will make the decision as to whether to follow up. If a student has asked for a disability related accommodation, the referral is appropriate and necessary.

**How to make contact:** If you have questions about access and accommodations for students with disabilities, contact your campus Access and Accommodations Counselor. [Visit our website](#) to get the contact information for the counselor on your campus. For general questions and concerns contact the Office of Accommodations and Access at [disabilityservices@nvcc.edu](mailto:disabilityservices@nvcc.edu).

**POC: Richmond Hill, *Interim Director***

**Phone:** 703.764.5035

**Email:** [rhill@nvcc.edu](mailto:rhill@nvcc.edu)

## Financial Stability and Advocacy Centers

Website: <https://www.nvcc.edu/financial-stability/>

The goal of the Financial Stability and Advocacy Centers is to enhance student capability for academic success by providing personalized services that build strong financial foundations and access to community resources.

### Services Provided:

- Provide students with access and knowledge of campus and community resources
- [Single Stop Screener](#)
- College Resources
- Community Resources
- Government Benefits
- Financial Wellness
- Healthcare

**When to refer students:** Anytime there is an expressed need for financial assistance or support in accessing resources on campus and in the community that will meet the basic needs of students.

### How to make contact:

Phone: 703.323.3450

Email: [financialstability@nvcc.edu](mailto:financialstability@nvcc.edu)

POC: Connie Kirkland, *Interim Director*

Phone: 703.323.2136

Email: [cokirkland@nvcc.edu](mailto:cokirkland@nvcc.edu)

### Title IX

Website: <https://www.nvcc.edu/titleix/>

Title IX is a civil rights law that prohibits discrimination on the basis of sex in educational programs, activities, admission and employment. Complaints of sex-based discrimination, sexual orientation or gender identity discrimination, pregnant or parenting discrimination, sexual violence, domestic violence, dating violence, and sexual or gender-based harassment are governed by [NOVA's Policy on Sexual Harassment and Sexual Misconduct](#).

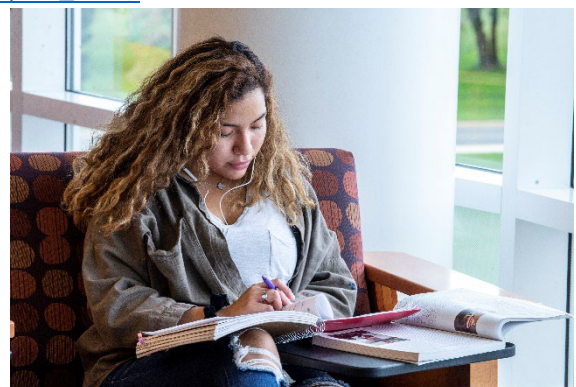
**When to refer students:** When a student discloses that they have experienced a Title IX issue.

**How to contact:** via email ([titleix@nvcc.edu](mailto:titleix@nvcc.edu)), phone, office visit (Brault 257), or by submitting a Title IX report online: [https://cm.maxient.com/reportingform.php?Northernvirginiacc&layout\\_id=30](https://cm.maxient.com/reportingform.php?Northernvirginiacc&layout_id=30)

POC: Lauren McKown, *Coordinator*

Phone: 703.323.2262

Email: [lmckown@nvcc.edu](mailto:lmckown@nvcc.edu)



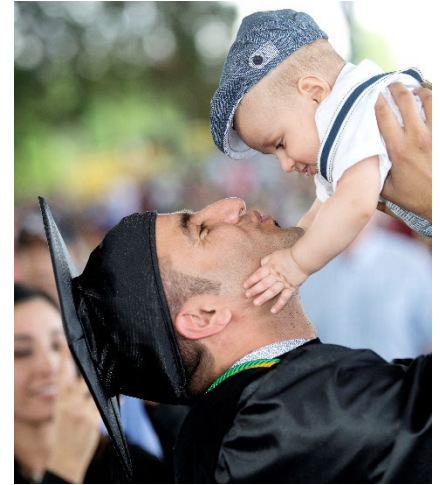
## Office of Wellness and Mental Health

Website: <https://www.nvcc.edu/wellness/>

The goal of the Office of Wellness and Mental Health is to aid, resources, support, and interventions to members of the NOVA community in order to positively impact emotional development, healthy social skills and enhance academic success focusing on the individual as a whole: mind, body, and spirit.

### Services Provided:

- Mental health providers
- Addiction prevention and rehabilitation programs
- Supplemental food, housing, and utilities support
- Veterans' support
- Grief support
- LGBTQIA support
- Legal resources
- Medical/health care
- Educational resources for sexual assault, domestic violence, and stalking



**When to refer students:** Refer students whenever a student might need, or request resources as listed above or when they express a need or desire to speak with someone about their mental health. To refer a student, go to the wellness web page and complete a referral form found on our main page at [nvcc.edu/wellness](https://www.nvcc.edu/wellness) and click on “Make a Report.” You may also refer students directly to our Mental Health Provider Database at [nvcc.rints.com](https://www.nvcc.edu/wellness).

**How to make contact:** Email: [wellness@nvcc.edu](mailto:wellness@nvcc.edu)

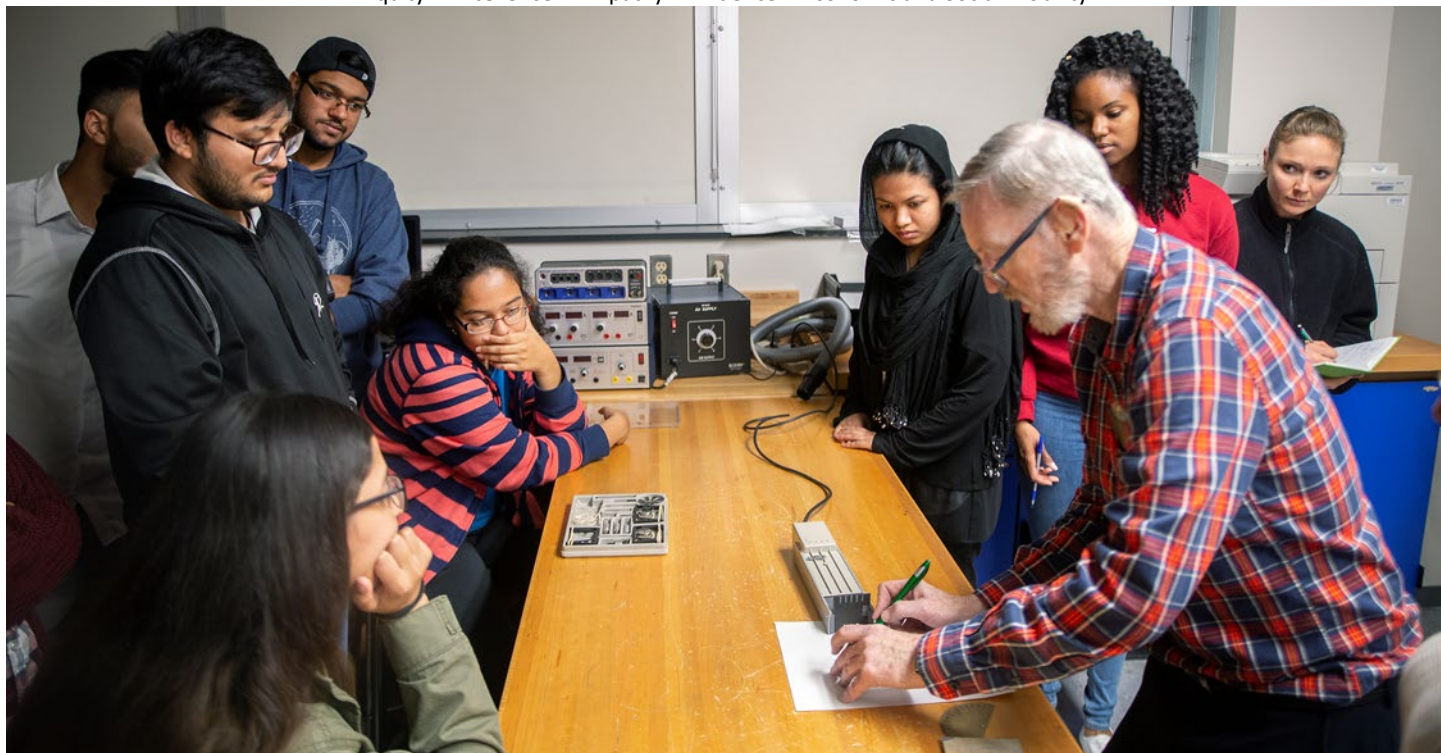
**POC:** Connie Kirkland, *Director*

**Phone:** 703.323.2136

**Email:** [cokirkland@nvcc.edu](mailto:cokirkland@nvcc.edu)







Behavioral Intervention Team (BIT) formerly NOVA Cares

Website: <https://www.nvcc.edu/wellness/>

The Office of Wellness and Mental Health bolsters NOVA community safety and wellness by working in conjunction with the Behavioral Intervention Team (BIT); Threat Assessment Team (TAT); other NOVA departments, instructors, and staff; and provides holistic support through education, resources, workshops, and trainings. While Virginia law prohibits providing direct clinical services to students, we can provide referrals to mental health providers (including NOVA's Mental Health Provider Referral Database) and all the services provided by the Office of Wellness and Mental Health

**When to refer students:** Students needs are addressed by filing out a Student Needing Assistance report at [https://cm.maxient.com/reportingform.php?Northernvirginiacc&layout\\_id=10](https://cm.maxient.com/reportingform.php?Northernvirginiacc&layout_id=10). This form is available 24/7 and is monitored during NOVA business hours. Assistance through BIT is provided for students who are struggling with academic, personal, emotional difficulties, or who may be exhibiting behaviors that cause concern for their well-being and/or the well-being of others. Examples include significant changes in attitude or personality, unusual or bizarre behavior, suicidal ideation, and deteriorating physical appearance. Staff/faculty/students can make a referral for a student, or students can seek help for themselves through this form. The referrals are reviewed by OWMH, assigned to BIT counselors for follow up and intervention by Office of Student Rights and Responsibilities Program Manager within 2 business days (1 if case is marked urgent), and maintained via the Maxient system.

**How to make contact:** email: [wellness@nvcc.edu](mailto:wellness@nvcc.edu)

Connie Kirkland, MA, NCC, *Director*

Email: [cokirkland@nvcc.edu](mailto:cokirkland@nvcc.edu)

Office: 703.323.2136

Teresa M. Bell, MA, *Case Manager*

Email: [tmbell@nvcc.edu](mailto:tmbell@nvcc.edu)

Office: 703.425.5202



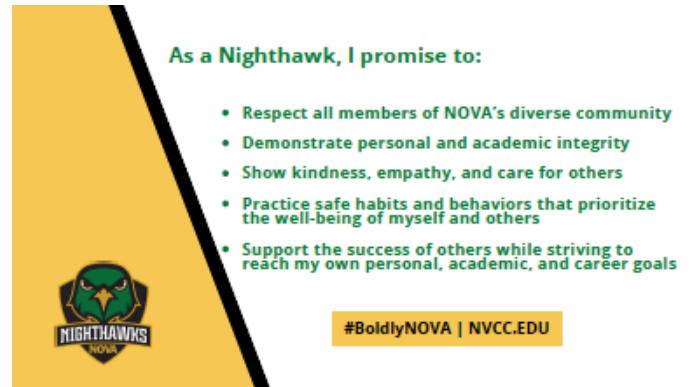
## Student Rights & Responsibilities

The Office of Student Rights and Responsibilities (OSRR) provides a safe, inclusive, and supportive environment that helps students understand how their attitude, conduct, and decisions contribute to a quality learning experience. Using restorative student development techniques, The Office of Student Rights and Responsibilities equips students with the knowledge, skills, and resources to be successful inside and outside of the classroom.

POC: Michael Turner, Dean

Phone: 703.323.3134

Email: [mturner@nvcc.edu](mailto:mturner@nvcc.edu)



### Academic Standing and Retention Initiatives

Website: <https://www.nvcc.edu/student-rights/index.html>

Provides oversight for academic standing processes and retention efforts related to student support; and interacts closely with the campus/college departments and divisions to support programs and processes that enhance registration, retention, progression, and graduation. The Coordinator reviews the following academic standing request for services:

- Academic Overload Request
- Suspension Reinstatement Request
- Dismissal Appeals
- Academic Standing Notifications

**When to refer students:** Faculty should refer students seeking the services mentioned above.

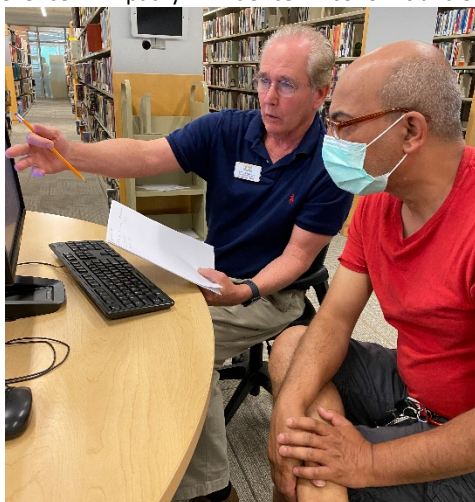
POC: Kimberly Wright, *Coordinator*

Phone: 703.323.3208

Email: [kuwright@nvcc.edu](mailto:kuwright@nvcc.edu)







### Late/Medical Withdrawal Requests

The Office of Student Rights and Responsibilities oversees the process for students to withdraw from classes after the published withdrawal deadline due to mitigating circumstances. Students will need to complete the Late Withdrawal Request For Mitigating Circumstances (125-047) Form and submit to the [Dean of Student Rights and Responsibilities at OSRR@nvcc.edu](mailto:OSRR@nvcc.edu). Mitigating circumstances must have been severe, not foreseeable and/or could not have been reasonably prevented during the time period in question. Examples of situations that may fall into this category include:

- A major medical emergency or severe, extended illness occurring during the semester the student is registered which requires hospitalization, is life threatening, prevents the student from attending classes, or is contagious and a danger to the remainder of the College community. A written verification by the attending physician or licensed mental health therapist is required.
- Death of the student or a member of the student's immediate family (mother, father, sister, brother, husband, wife, grandparent, or child). An obituary or death certificate is required.
- The Dean of Student Rights and Responsibilities will work with the Central Records Office, as well as the family of the deceased student to complete the withdrawal process.
- Mobilization, deployment, change of duty station or call to active duty for military students. A copy of the military orders is required.

Requests must be submitted to the [Dean of Student Rights and Responsibilities](#) by the end of the following semester. No withdrawals will be permitted after these dates:

- Last day of spring semester for the previous fall semester
- Last day of summer sessions for the previous spring semester
- Last day of fall semester for the previous summer session

**When to refer students:** Students should submit any documents necessary to support their withdrawal request to the [Dean of Student Rights and Responsibilities](#). Documentation should include the following:

- A letter outlining the circumstances impacting your ability to perform in the course(s) in question and detailing when the circumstances occurred within the semester in question.
- Documentation from professional(s) verifying the circumstances, when the circumstances occurred, and/or receipts or other documents that can verify the circumstances.

**How to make contact:** [deanofstudentrightsandresponsibilityatlatewd@nvcc.edu](mailto:deanofstudentrightsandresponsibilityatlatewd@nvcc.edu)

POC: Michael Turner, *Dean*

Phone: 703.323.3134

Email: [mturner@nvcc.edu](mailto:mturner@nvcc.edu)



## Student Integrity and Conduct

**Website:** <https://www.nvcc.edu/students/handbook/conduct.html>

Provides a safe, inclusive, and supportive environment helping students understand how their attitude, conduct, and decisions contribute to a quality learning experience. Using restorative student development techniques, the Student Integrity and Conduct staff equips students with knowledge, skills, and resources to be successful inside and outside of the classroom. The Office of Student Rights and Responsibilities supports students, faculty, and staff with adjudication of informal and formal Code of Conduct hearings, mediation (settling differences), student development workshops, professional development workshop on topics such as conflict resolution and classroom management and referrals to resources and services.

**When to refer students:** When you believe that they have violated the code of conduct or would like to report a violation of the code of conduct. Please use the Student Conduct Referral form to report violations of the code of conduct:

[https://cm.maxient.com/reportingform.php?Northernvirginiacc&layout\\_id=50](https://cm.maxient.com/reportingform.php?Northernvirginiacc&layout_id=50)

**POC for AL, MEC and LO Campuses:**

**Chevella Wilson, *Coordinator for Student Integrity and Conduct***

**Phone:** 703.933.1854

**Email:** [chwilson@nvcc.edu](mailto:chwilson@nvcc.edu)

**POC for AN, WO and MA Campuses:**

**Steven Mosley, *Coordinator for Student Integrity and Conduct***

**Phone:** 703-323-3362

**Email:** [smosley@nvcc.edu](mailto:smosley@nvcc.edu)

## Student Ombuds Services

**Website:** <https://www.nvcc.edu/student-rights-dev/student-ombuds-services/index.html>

Provides all students with a safe place to bring questions and concerns about the College's policies and/or procedures. The Ombudsman is a confidential, impartial, independent, and informal resource within the College, designated to assist the student body in managing and resolving conflicts and other types of organizational concerns. The Student Ombuds Services assist students by considering all sides of an issue in an impartial and objective way and provide the student with all available options to best resolve the problems.

**When to refer students:** After all college process and procedures have been exhausted.

**How to contact:** Please send all emails to [Ombuds@nvcc.edu](mailto:Ombuds@nvcc.edu). Because of the nature and sensitivity of this service as well as the students' confidentiality being kept, all inquiries must be sent to the Ombuds email address.

**POC: Tanneh Kamara, *Coordinator***

**Phone:** 703.530.2834

**Email:** [ombuds@nvcc.edu](mailto:ombuds@nvcc.edu)



## Office of Student Services

**Website:** <https://www.nvcc.edu/student-services>

Student Services provides collaborative leadership, policy guidance and operational coordination for a variety of activities and resources that support the effective delivery and continuing enhancement of instructional programs and services to NOVA students.

**Dr. Frances Villagran-Glover, *Vice President***

**Phone:** 703.323.2401

**Email:** [fvillagranglover@nvcc.edu](mailto:fvillagranglover@nvcc.edu)

**Jackie Artis, *Executive Admin***

**Phone:** 703.323.2401

**Email:** [jartis@nvcc.edu](mailto:jartis@nvcc.edu) OR [Studentservices@nvcc.edu](mailto:Studentservices@nvcc.edu)

## Graduation

Students nearing completion of a degree or certificate program may apply for graduation and complete the process. Applications received after the deadline are processed for the following semester.

**Website:** <https://www.nvcc.edu/graduation/>



## Commencement

The commencement ceremony is held every year in May and December. There is no fee for graduation. Participation in the ceremony is optional but regalia mandatory. Caps and gowns, invitations, and class rings can be purchased from the [NOVA campus bookstore](#).

**Website:** <https://www.nvcc.edu/commencement/>





## Office of Student Success

**Website:** <https://www.nvcc.edu/student-success/>

Guided by NOVA's mission, strategic plans, and our existing advocacy partner (Achieving the Dream), the Student Success Team (SST) connects and collaborates with internal and external partners to improve student success goals and institutional outcomes. Consulting while continuously supporting the professoriate, student services and academic affairs practitioners, the SST will project manage a core team and task forces to complete its charge. With an equity-minded focus, the SST elevates student and practitioner voices while promoting data sense-making. Additionally, the SST supports the learning community by adopting, implementing, and integrating practices that close equity gaps, improve student outcomes, and meet standards of institutional excellence.

### POC: Student Success Team

**Courtney Boland, *Team Co-Lead***

Phone: 703.425.0807

Email: [cboland@nvcc.edu](mailto:cboland@nvcc.edu)

**Kirstin Riddick, *Team Co-Lead***

Phone: 703.425.5830

Email: [kriddick@nvcc.edu](mailto:kriddick@nvcc.edu)

**Dahlia Henry-Tett, *Team Co-Lead***

(Academic Affairs)

Phone: 703.257.6534

Email: [dhtett@nvcc.edu](mailto:dhtett@nvcc.edu)

## Deans of Student Success (DOSS)

Each campus Division of Student Services is led by the Dean of Student Success (DOSS). Your campus Dean will serve as a direct point of contact for campus specific concerns and services. The DOSS oversees the following campus departments: Counseling, Student Life, Testing, Academic Support/Tutoring, Open Computer Lab, and the future Student Advocacy Centers. The Deans of Student Success work collaboratively with college staff to oversee the Student Services operations on the campuses, regardless of reporting lines. Please see the directory for the Deans of Service campus and contact information.



## Directory of Student Services

Department	Name	Title	Email	Phone
Recruitment & Admission	Deborah Wyne	Dean	<a href="mailto:Dwyne@nvcc.edu">Dwyne@nvcc.edu</a>	703.323.4233
High School Outreach	Frank De Leon	Assistant Director	<a href="mailto:Fdeleon@nvcc.edu">Fdeleon@nvcc.edu</a>	703.948.5735
Call Center	Linda Barthelus	Director	<a href="mailto:Lbarthelus@nvcc.edu">Lbarthelus@nvcc.edu</a>	703.323.3409
College Readiness	Susan Nieves-Campos	Associate Director	<a href="mailto:Snievescampos@nvcc.edu">Snievescampos@nvcc.edu</a>	703.425.0667
Enrollment Services	Syedur Rahman	Associate Vice President	<a href="mailto:Syr Rahman@nvcc.edu">Syr Rahman@nvcc.edu</a>	703.764.7384
Enrollment Success & College Records	Vanessa Diaz	Director	<a href="mailto:Vdiaz@nvcc.edu">Vdiaz@nvcc.edu</a>	703.845.6209
Financial Aid	Joan Zanders	Director	<a href="mailto:Jzanders@nvcc.edu">Jzanders@nvcc.edu</a>	703.323.3014
International Education & Sponsored Programs	Stacey Bustillos	Associate Director	<a href="mailto:Sbustillos@nvcc.edu">Sbustillos@nvcc.edu</a>	703.764.5093
International Education & Sponsored Programs	Leeza Fernand	Associate Director	<a href="mailto:Lfernand@nvcc.edu">Lfernand@nvcc.edu</a>	703.293.8121
Military & Veterans Services	Takesha McMiller	Director	<a href="mailto:Tamcmiller@nvcc.edu">Tamcmiller@nvcc.edu</a>	703.293.8130
Engagement and Retention	Rhonda Myers	Associate Vice President	<a href="mailto:Rmyers@nvcc.edu">Rmyers@nvcc.edu</a>	703.323.4124
Academic Advising	Rhonda Myers	Interim Director	<a href="mailto:Rmyers@nvcc.edu">Rmyers@nvcc.edu</a>	703.323.4125
Adult Career Pathways	Derrick Doctor	Advisor	<a href="mailto:Ddoctor@nvcc.edu">Ddoctor@nvcc.edu</a>	703.425.0811
First Year Experience & Student Development	Mark Mannheimer	Assistant Director	<a href="mailto:Mmannheimer@nvcc.edu">Mmannheimer@nvcc.edu</a>	703.503.6201
G3@NOVA: Get a Skill. Get a Job. Get Ahead.	Laura Siko	Project Manager	<a href="mailto:LSiko@nvcc.edu">LSiko@nvcc.edu</a>	703.948.7589
Virtual Advising	Rhonda Myers	Interim Director	<a href="mailto:Rmyers@nvcc.edu">Rmyers@nvcc.edu</a>	703.323.4126
Virtual Student Union	Nigel Word	Director	<a href="mailto:Nword@nvcc.edu">Nword@nvcc.edu</a>	703.878.5731
Student Leadership & Engagement	Nigel Word	Director	<a href="mailto:Nword@nvcc.edu">Nword@nvcc.edu</a>	703.878.5729
Student Life	Nigel Word	Director	<a href="mailto:Nword@nvcc.edu">Nword@nvcc.edu</a>	703.878.5730
Virtual Advising	Rhonda Myers	Interim Director	<a href="mailto:Rmyers@nvcc.edu">Rmyers@nvcc.edu</a>	703.323.4126
Athletics & Recreation	Stephen Mrowka	Athletic Director	<a href="mailto:Smrowka@nvcc.edu">Smrowka@nvcc.edu</a>	703.323.3240
REV: Re-Employing Virginians	Ella Gilliam	Project Manager	<a href="mailto:EGilliam@nvcc.edu">EGilliam@nvcc.edu</a>	703.845.6052
Student Supports	Richmond Hill	Associate Vice President	<a href="mailto:Rhill@nvcc.edu">Rhill@nvcc.edu</a>	703.764.5035
Title IX	Lauren McKown	Coordinator	<a href="mailto:Lmckown@nvcc.edu">Lmckown@nvcc.edu</a>	703.323.2262
Office of Wellness and Mental Health	Connie Kirkland	Director	<a href="mailto:Cokirkland@nvcc.edu">Cokirkland@nvcc.edu</a>	703.323.3450
Accommodations and Access	Mike Turner	Interim Director	<a href="mailto:Mturner@nvcc.edu">Mturner@nvcc.edu</a>	703.323.3134
Financial Stability and Advocacy Centers	Connie Kirkland	Interim Director	<a href="mailto:Cokirkland@nvcc.edu">Cokirkland@nvcc.edu</a>	703.323.3450
Office of Student Rights & Responsibilities	Michael Turner	Dean	<a href="mailto:Mturner@nvcc.edu">Mturner@nvcc.edu</a>	703.323.3134
Student Integrity and Conduct	Chevella Wilson	Coordinator	<a href="mailto:Chwilson@nvcc.edu">Chwilson@nvcc.edu</a>	703.933.1854
Student Integrity and Conduct	Steven Mosley	Coordinator	<a href="mailto:Smosley@nvcc.edu">Smosley@nvcc.edu</a>	703.323.3382
Student Ombuds Services	Tanneh Kamara	Coordinator	<a href="mailto:Tkamara@nvcc.edu">Tkamara@nvcc.edu</a>	703.530.2834

Academic Standing and Retention Initiatives	Kimberly Wright	<i>Coordinator</i>	<a href="mailto:Kuwright@nvcc.edu">Kuwright@nvcc.edu</a>	703.323.3208
Office of Student Services	Frances Villagran-Glover	<i>Vice President</i>	<a href="mailto:Fvillagranglover@nvcc.edu">Fvillagranglover@nvcc.edu</a>	703.323.2401
Office of Student Services	Jackie Artis	<i>Executive Admin</i>	<a href="mailto:Jartis@nvcc.edu">Jartis@nvcc.edu</a>	703.323.2401
Office of Student Success	Courtney Boland	<i>Coordinator</i>	<a href="mailto:Cboland@nvcc.edu">Cboland@nvcc.edu</a>	703.425.0807
Office of Student Success	Kirstin Riddick	<i>Coordinator</i>	<a href="mailto:Kriddick@nvcc.edu">Kriddick@nvcc.edu</a>	703.425.5830
Dean of Student Success – AL Campus	Kathleen Odige	<i>Dean</i>	<a href="mailto:Kodige@nvcc.edu">Kodige@nvcc.edu</a>	703.845.6221
Dean of Student Success – AN Campus	Ellen Fancher-Ruiz	<i>Dean</i>	<a href="mailto:Ejfancherruiz@nvcc.edu">Ejfancherruiz@nvcc.edu</a>	703.323.3382
Dean of Student Success – LO Campus	Randolph Fournier	<i>Dean</i>	<a href="mailto:Rfournier@nvcc.edu">Rfournier@nvcc.edu</a>	703.948.7798
Dean of Student Success – MA Campus	Lynn Bowers	<i>Dean</i>	<a href="mailto:Lbowers@nvcc.edu">Lbowers@nvcc.edu</a>	703.257.6641
Dean of Student Success – MEC Campus	Kimberly Nicely	<i>Interim Dean</i>	<a href="mailto:Knicely@nvcc.edu">Knicely@nvcc.edu</a>	703.822.6662
Director of Student Services - NOL	Cynthia Pascal	<i>Director</i>	<a href="mailto:Cpascal@nvcc.edu">Cpascal@nvcc.edu</a>	703.764.5082
Dean of Student Success – WO Campus	Kathy Bohnstedt	<i>Dean</i>	<a href="mailto:Kbohnstedt@nvcc.edu">Kbohnstedt@nvcc.edu</a>	703.878.5728
Associate Dean of Student Success – AL Campus	Sherri Anna Brown	<i>Associate Dean</i>	<a href="mailto:Sabrown@nvcc.edu">Sabrown@nvcc.edu</a>	703.845.6303
Associate Dean of Student Success – AN Campus	Kelly DeSenti	<i>Associate Dean</i>	<a href="mailto:Kdesenti@nvcc.edu">Kdesenti@nvcc.edu</a>	703.764.6011
Associate Dean of Student Success – LO Campus	Titus Lane	<i>Associate Dean</i>	<a href="mailto:Tlane@nvcc.edu">Tlane@nvcc.edu</a>	703.450.2572
Associate Dean of Student Success – MA Campus	Steven Rakoff	<i>Associate Dean</i>	<a href="mailto:Srakoff@nvcc.edu">Srakoff@nvcc.edu</a>	703.257.6567
Associate Dean of Student Success – MEC Campus	Kimberly Nicely	<i>Associate Dean</i>	<a href="mailto:Knicely@nvcc.edu">Knicely@nvcc.edu</a>	703. 822.6662
Associate Dean of Student Success – WO Campus	Mark Bumgarner	<i>Associate Dean</i>	<a href="mailto:Mbumgarner@nvcc.edu">Mbumgarner@nvcc.edu</a>	703.878.5646





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